



**UTILITY
PATENT APPLICATION
TRANSMITTAL**

(Only for new non-provisional applications under 37 CFR 1.53(b))

Title of Invention

Method and System for Delivery of Individualized Training to Call Center Agents

Named Inventor(s)

John C. C. McIlwaine and Matthew G. A. McConnell

Attorney Docket

07117.105018

Express Mail Label No.

EV 242852490 US

APPLICATION ELEMENTS

ADDRESS TO: Commissioner for Patents
Mail Stop Patent Application
P. O. Box 1450
Alexandria, VA 22313-1450

19270 U.S.PTO
10/785543

022404

1: Fee Transmittal Form
(Submit an original, and a duplicate for fee processing)

2. Applicant claims small entity status. See 37 CFR 1.27.

3. Specification, Claims,
and Abstract Total Pages **29**

4. Drawings Total Sheets **6**

5. Oath or Declaration Total Pages **2**

a. Newly executed (original or copy)

b. Copy from prior application (37 CFR 1.63(d))
*(for continuation/divisional with Box 17
completed)*

(i) **DELETION OF INVENTOR(S)**
Signed statement attached deleting
inventor(s) named in the prior
application, see 37 CFR 1.63(d)(2)
and 1.33(b).

6. Application Data Sheet. See 37 CFR 1.76.

7. CD-ROM or CD-R in duplicate, large table or
Computer Program (*Appendix*)

8. Nucleotide and/or Amino Acid Sequence
Submission (*if applicable, all necessary*)

a. Computer Readable Form (CRF)

b. Specification Sequence Listing on:

i. CD-ROM or CD-R (2 copies); or

ii. paper

c. Statement verifying identity of above
copies

ACCOMPANYING APPLICATION PARTS

9. Assignment Papers (cover sheet & document(s))

10. 37 CFR 3.73(b) Statement
(when there is an assignee)
 Power of Attorney by assignee

11. English Translation Document (*if applicable*)

12. Information Disclosure Statement (IDS)
PTO-1449
 Copies of IDS Citations

13. Preliminary Amendment

14. Return Receipt Postcard (MPEP 503)
(Should be specifically itemized)

15. Certified Copy of Priority Document(s)

16. Assignee: Knowlagent, Inc.
3157 Royal Drive, Suite 100
Alpharetta, Georgia 30022

19. Other: _____

17. If a **CONTINUING APPLICATION**, check appropriate box and supply the requisite information:

Continuation Divisional Continuation-in-part (CIP) of prior application No: 10/198,019

Prior application information: Examiner: Benny Quoc Tieu

Group/Art Unit: 2642

For CONTINUATION OR DIVISIONAL APPS only: The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 5b, is considered as being part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.

18. CORRESPONDENCE ADDRESS:

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Date: February 24, 2004
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3418823

FEE TRANSMITTAL

Attorney Docket No. 07117.105018 US
Express Mail Label No. EV 242852490 US

This sheet accompanies a patent application transmittal for the following application:

Inventor(s): **John C. C. McIlwaine and Matthew G. A. McConnell**
Filing Date: **February 24, 2004**
Title: **Method and System for Delivery of Individualized Training to Call Center Agents**

The filing fee is calculated as shown below:

1. FILING FEE:

FOR:	SMALL ENTITY		LARGE ENTITY	
	FEE	FEES PAID	FEE	FEES PAID
<input checked="" type="checkbox"/> UTILITY FILING FEE	\$385	385.00	\$770	
<input type="checkbox"/> DESIGN FILING FEE	\$170		\$340	
<input type="checkbox"/> PLANT FILING FEE	\$265		\$530	
<input type="checkbox"/> REISSUE FILING FEE	\$385		\$770	
<input type="checkbox"/> PROVISIONAL FILING FEE	\$80		\$160	
	SUBTOTAL (1)	\$385.00		\$xxx

2. CLAIMS:

FOR:	SMALL ENTITY		LARGE ENTITY	
	NO. FILED	NO. EXTRA	RATE	FEES
TOTAL CLAIMS	23 - 20 =	3	3 x 9 =	27.00
INDEP. CLAIMS	2 - 3 =	0	x 43 =	x 86 =
<input type="checkbox"/> MULTIPLE DEPENDENT CLAIM PRESENTED			+145 =	+290 =
	SUBTOTAL (2)		\$27.00	\$xxx

3. ADDITIONAL FEES:

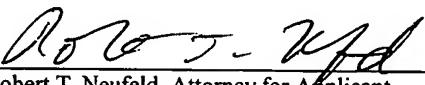
FOR:	SMALL ENTITY		LARGE ENTITY	
	FEE	FEES PAID	FEE	FEES PAID
<input type="checkbox"/> LATE FILING, FEE OR OATH	\$65		\$130	
<input type="checkbox"/> NON-ENGLISH SPECIFICATION	\$130		\$130	
<input type="checkbox"/> OTHER				
	SUBTOTAL (3)		\$xxx	\$xxx

TOTAL FILING FEES: \$412.00

A check is enclosed for the total amount: **\$412.00**

Charge any additional fees required under 37 C.F.R. 1.16 or 1.17 to Deposit Account 11-0980.

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By: 
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Date: February 24, 2004